



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

February 3, 2010

Kimberly J. Holland, Program Director  
Glendale Community College  
Professional Development Center (PDC)  
2340 Honolulu Avenue,  
Montrose, CA 91020

Dear Ms. Holland:

**RE: FINAL MONITORING VISIT REPORT for GLENDALE COMMUNITY COLLEGE PDC (ET08-0210)**

<b>Date of the Visit:</b>	02/03/10
<b>Beginning/Ending Time:</b>	8:30 a.m. – 12:00 a.m.
<b>Date of Last Visit:</b>	03/05/09
<b>Visit Location:</b>	Montrose
<b>Persons in attendance:</b>	Kimberly J. Holland, Program Director, PDC Margarita M. Paccarelli, Contract Analyst, ETP
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	10/01/07 – 09/30/09	<b>Agreement Amount:</b>	\$1,814,408
<b>Training Start Date:</b>	10/03/07	<b>No. to Retain:</b>	1,268
<b>Date Training must be Completed:</b>	06/30/09	<b>Range of Hours:</b>	24 - 200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	60

## **FINAL REPORT SUMMARY**

### **• HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on October 26, 2007. Ms. Holland confirmed that the training and the 90-day retention period was completed within the term of this Agreement.

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During the contract term, ETP approved the following Agreement changes:

- Amendment 1, approved on June 27, 2008, added training funds in Phase I (Jobs 2 and 3) which were used to accommodate participating employers who needed additional training for their employees who have already received some training in Phase I. In addition, this Amendment added a Phase II training (Jobs 6 and 7) to accommodate new employers who were unable to participate due to Glendale PDC's limited funds at that time. This Amendment increased the contract amount by \$818,924 from \$996,516 to \$1,815,440; and increased the maximum number of trainees by 422, from 882 to 1,304.
- Modification No. 2, approved on September 30, 2008, moved SET funds from Jobs 3 and 7 to Jobs 2 and 6. The reallocation of funds was due to changes in the participating employers who were originally scheduled for training using the SET funds. They informed Glendale that they will not be participating in the ETP training. Since the SET funds will not be used, funds from these job groups were moved to Jobs 2 and 6 where there is currently a big demand. This Amendment decreased the Agreement amount by \$375, from \$1,815,440 to \$1,815,065; increased the maximum number of trainees to retain by 23 from 1,304 to 1,281 trainees.
- Modification No. 3, approved on January 6, 2009, added topics to the ETP curriculum to accommodate requests from participating employers. The new topics provided trainees the knowledge to attain company quality goals and increase productivity and profitability, which is the original intent of this Agreement. No additional funds were requested in this modification.
- Modification No. 4, approved on February 24, 2009, moved trainee funds between job groups to accommodate training demands from participating employers. This revision increased the Agreement amount by \$22, from \$1,815,065 to \$1,815,087; and decreased the average number of trainees by 39 from 1,281 to 1,242 trainees.

This modification also added "Work Share Program" as an alternate retention in this Agreement. Under this program, the trainee must be participating in a recognized Work Share program as defined in Section 1279.5 of the Unemployment Insurance Code and employed for 500 hours within 150 days immediately following the completion of training.

- Modification No. 5, approved on September 30, 2009, moved funds between job groups in order for Glendale PDC to earn the maximum amount in this contract. This revision decreased the Agreement amount by \$679 from \$1,815,087 to \$1,814,408; and increased the average number of trainees by 26 from 1,242 to 1,268 trainees.

## • **FINAL PROJECT STATISTICS**

This Agreement contains a variable training plan, which means that reimbursement will be based on the total actual number of training hours completed by each trainee between 24 and 200 class/lab training hours. There will be no reimbursement for any trainee who does not complete a minimum of 24 hours of training from the required curriculum.

Based on the data obtained from the ETP Online Tracking System, there are 1,804 trainees who met the minimum class/lab training hours with total training hours of 106,671. This will result in a completion rate of 100 percent. Ms. Holland understands that ETP will not reimburse for any hours in excess of the contract amount.

Projected earnings were calculated based on the current statistics obtained from the ETP Online Tracking System as follows:

Job #	Number of Trainees	Total Hours Completed To Date	Hours Eligible for Reimbursement*
1	71	4,755.00	4,755.00
2	1,023	69,330.54	69,330.54
3	90	3,180.00	3,180.00
4	28	1,643.50	1,643.50
5	18	475.00	475.00
6	569	2,6950.88	2,6950.88
7	5	336.25	336.25
TOTAL	1,804	106,671.17	106,671.17

A final closeout invoice was submitted to ETP on December 21, 2009. Since your company had been paid \$1,803,981.17 to date, your company will receive an additional \$10,426.83, if the anticipated number to retain is verified during the final fiscal closeout.

- INTERVIEW WITH CONTRACTOR'S REPRESENTATIVES**

ETP records show that Glendale PDC provided training to 187 participating employers, of which 169 are in the priority industries. More than 50% of the employers served are small business companies (<100 employees).

Ms. Holland stated that participating employers were grateful for the ETP training, particularly those who were affected by the current economy. Participating employers were facing out-of-state competition and have been struggling to keep up with technology and their competitors. The training helped them build employees' skills to work in a constantly changing environment. She cited the following positive results directly attributable to the ETP program provided by PDC:

"During our 80 hour class in Lean Operations, our teams did hands-on projects (lab) in the factory using the techniques of 5S and value stream analysis & mapping. We conservatively estimate that our labor savings in the first year of use to be in excess of \$250,000 as a result of this training program with Glendale College."

- *George L Hall, Group Vice President, International Window Corporation  
(Manufacturer of aluminum and vinyl residential windows and floors)*

“Through reducing the thickness of dielectrics and N-metal, we are able to reduce the waste in wafers, resulting in a savings of \$650,000 a year.”

- *Phong Thai, Chips Operation Training Project, Emcore Corporation*  
*(Manufacturer of compound semi-conductor-based products and optical components for high-speed network, TV, and fiber)*

According to Ms. Holland, PDC staff did not encounter any barriers in implementing the Agreement or any problems with the ETP recordkeeping. She stated that the ETP Online System is user-friendly and accessible anywhere at anytime. She looks forward to continuing PDC's relationship with ETP which will allow your school to provide competitive skills to employees and keep California's workforce strong.

### **PROJECT STATISTICS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	1,942	<b>Completed Training:</b>	1,803
<b>Trainees Enrolled:</b>	1,942	<b>Completed Retention:</b>	1,803
<b>Dropped Following Enrollment:</b>	139	<b>In Retention Period:</b>	0
<b>Currently in Training :</b>	0		

The project statistics provided during this visit matches those listed on the current ETP Contract Status Report.

### **TRAINING RECORDS**

Ms. Paccarelli conducted a random sampling of 19 trainees billed for Final Payment on Invoices 7 and 9. Records reviewed validated these invoices for the completion of the training hours as posted on the ETP Online Tracking System. Records show that these trainees completed between 28 and 200 class/lab training hours and the completed hours matches those posted on the ETP Online Tracking System. Records reviewed confirmed that the Agreement curriculum was provided as specified and the ratio of trainer to trainee delineated in the Agreement training plan was adhered to.

Certification Statements (ETP100E) of five randomly-selected employers were reviewed during this visit. The ETP100E forms have all the information required by ETP to justify the provision of training.

Ms. Holland was advised that the above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements.

### **AUDIT**

Your school will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk review. These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically

examined during an audit will be included along with the Audit Notification and Audit Confirmation letters.

To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Margarita Paccereilli at (818) 755-1317 or by email at [mpaccereilli@etp.ca.gov](mailto:mpaccereilli@etp.ca.gov) within ten (10) working days from the receipt of this report.

Sincerely,

*Signature on file*

Wally Aguilar, Manager  
North Hollywood Regional Office

*Signature on file*

Margarita M. Paccereilli, Contract Analyst  
North Hollywood Regional Office

cc: David Guzman, Chief, ETP Audit and Program Operations Division (via email)  
Kulbir Mayall, Fiscal Manager (via email)  
Electronic Master File  
Project File

Date report mailed to Contractor 2/9/10